queue™

Visual Presenter Image Software User Manual

Date: 2009/04/29

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1. Introduction

queue™ PC and USB driver which support WIA and TWAIN standards.

2. System requirement

Operating System	Minimum System Requirements
Windows XP	● CPU : P4 1.8 GHz and above ● RAM : 512MB ● Graphics Card ■ Graphics Memory: 8M Bytes above ■ Support DirectX 9 ● Resolution : XGA(1024x768) and above ● Free disk space : 100MB
Windows Vista	● CPU : P4 2.0 GHz and above ● RAM : 1 GB ● Graphics Card ■ Graphics Memory: 8M Bytes above ■ Support DirectX 9 ● Resolution : XGA(1024x768) and above ● Free disk space : 100MB

3. Before install

3.1. Connect the power cord of the Visual Presenter.

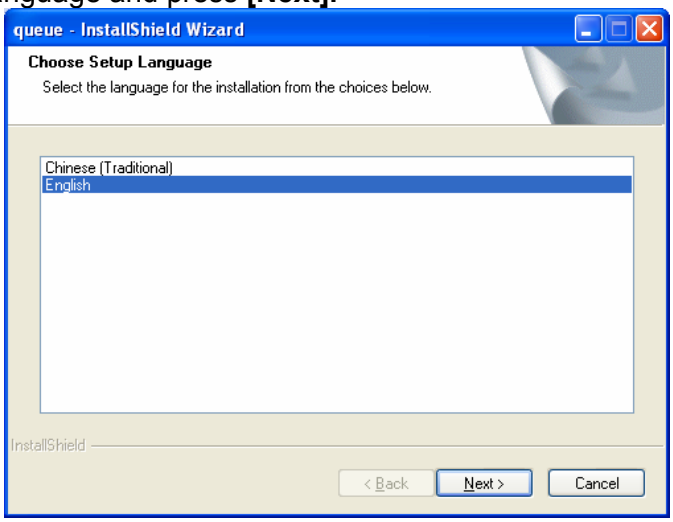
[Note] Please remove the USB cable if the USB cable was connected.

[Note] Press [Cancel] to skip the [Found New Hardware]

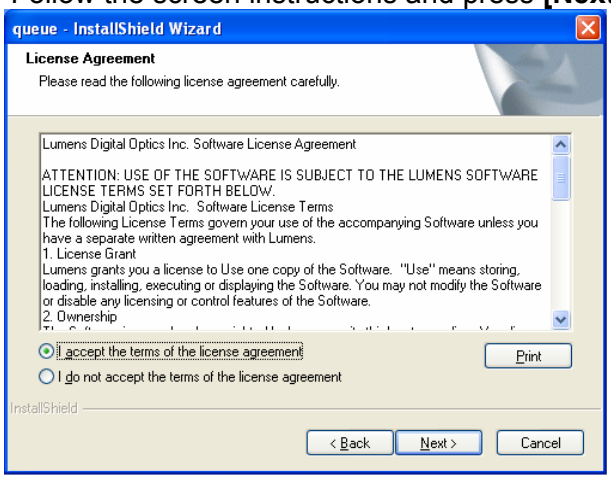
3.2. Turn on the Visual Presenter.

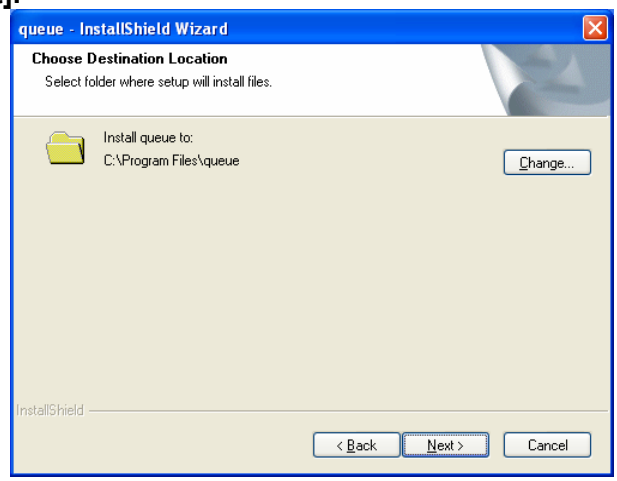
4. Install queue™ in Windows XP

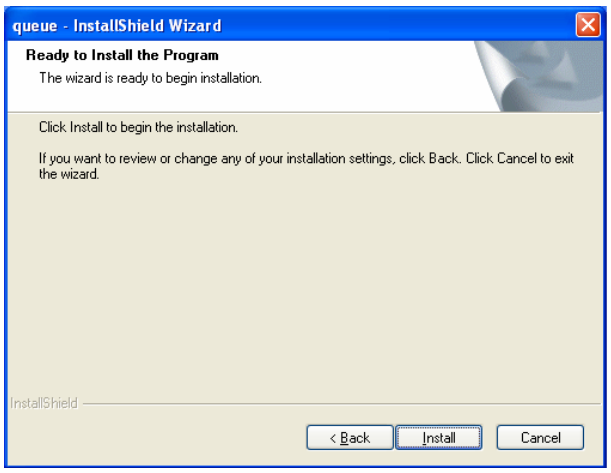
4.1. Select the preferred language and press **[Next].**

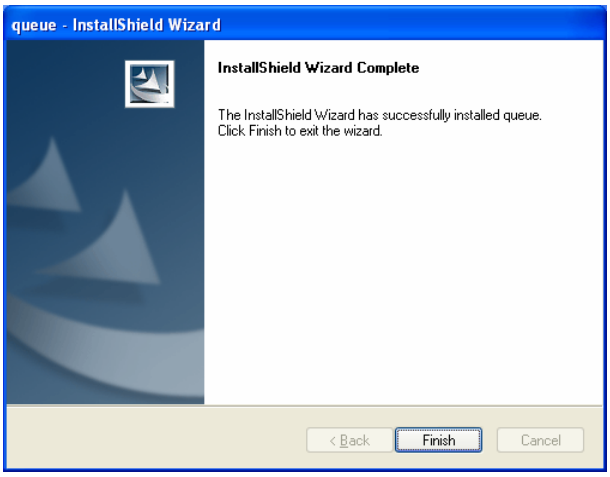


4.2. Follow the screen instructions and press **[Next]**.

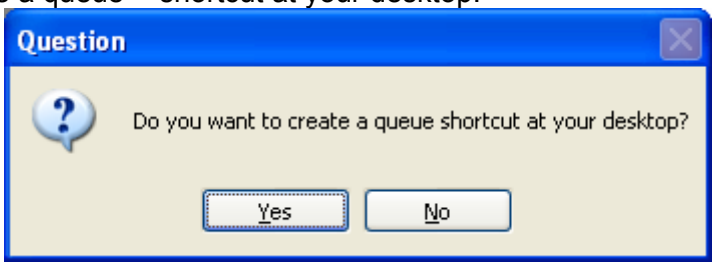

queue - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Lumens Digital Optics Inc. Software License Agreement
ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE LUMENS SOFTWARE LICENSE TERMS SET FORTH BELOW.
Lumens Digital Optics Inc. Software License Terms
The following License Terms govern your use of the accompanying Software unless you have a separate written agreement with Lumens.
1. License Grant
Lumens grants you a license to Use one copy of the Software. "Use" means storing, loading, installing, executing or displaying the Software. You may not modify the Software or disable any licensing or control features of the Software.
2. Ownership
I accept the terms of the license agreement
I do not accept the terms of the license agreement
Print
InstallShield
< Back
Next >
Cancel




queue - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel


queue - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed queue. Click Finish to exit the wizard.
< Back
Finish
Cancel

4.3. Press **[Yes]** to create a queue™ shortcut at your desktop.

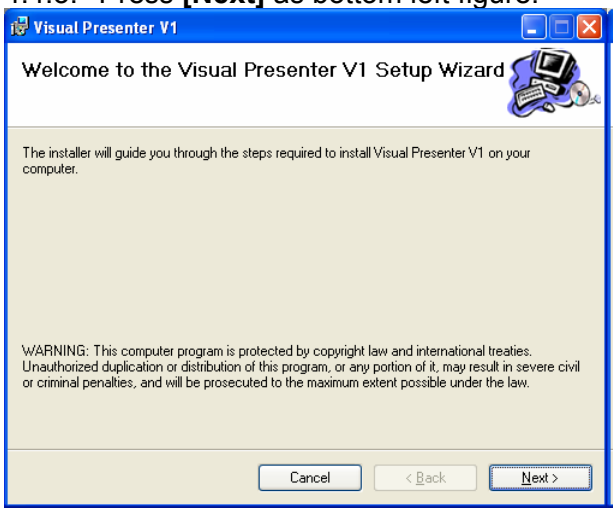


4.4. Install USB Driver

4.4.1. The USB Driver installation will be triggered once the queue™ installation is completed

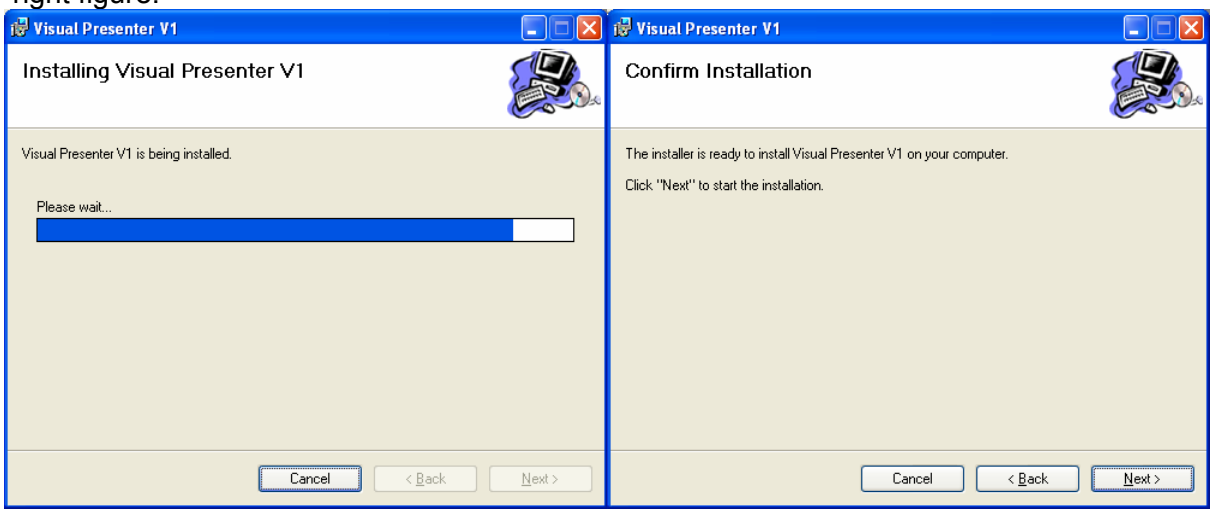
4.4.2. Please connect USB cable to the Visual Presenter and your computer

4.4.3. Press **[Next]** as bottom left figure.

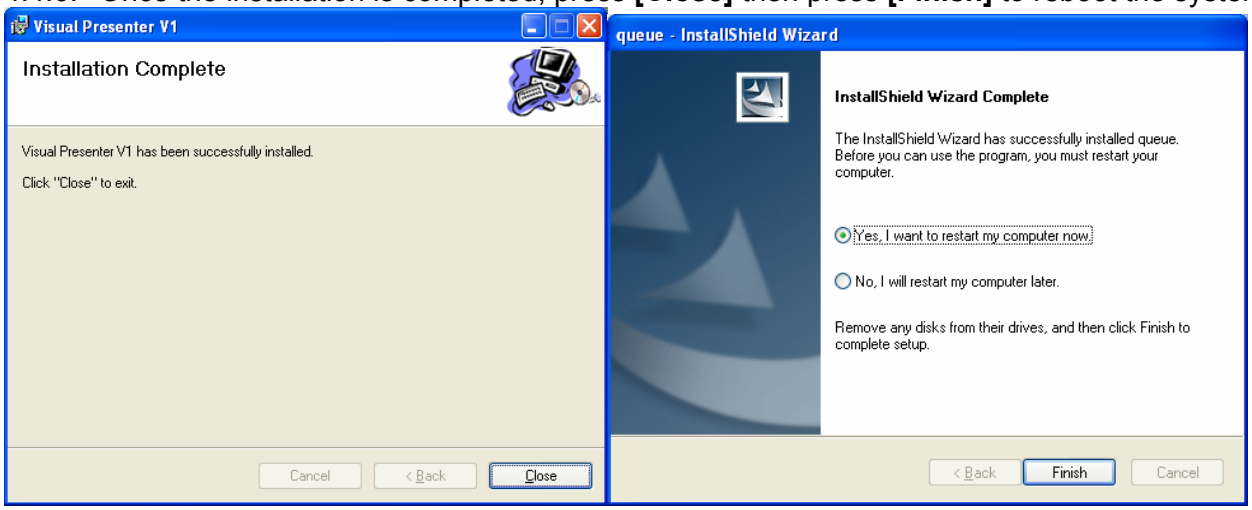

Visual Presenter V1
Welcome to the Visual Presenter V1 Setup Wizard
The installer will guide you through the steps required to install Visual Presenter V1 on your computer.
WARNING: This computer program is protected by copyright law and international treatties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >
Visual Presenter V1
Select Installation Folder
The installer will install Visual Presenter V1 to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Visual Presenter\Visual Presenter V1\
Browse...
Disk Cost...
Install Visual Presenter V1 for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

4.4.4. After selecting the installation folder to be installed, press **[Next]** as the top right figure.

4.4.5. Press **[Next]** to confirm installation as the bottom left figure. Installation will proceed as the bottom right figure.


Visual Presenter V1
Installing Visual Presenter V1
Visual Presenter V1 is being installed.
Please wait...
Cancel
< Back
Next >
Visual Presenter V1
Confirm Installation
The installer is ready to install Visual Presenter V1 on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

4.4.6. Once the installation is completed, press **[Close]** then press **[Finish]** to reboot the system.


Visual Presenter V1
Installation Complete
Visual Presenter V1 has been successfully installed.
Click "Close" to exit.
Cancel
< Back
Close
queue - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed queue. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

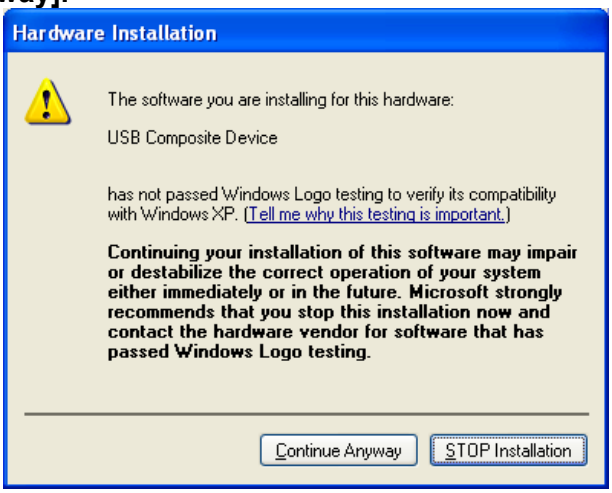
4.4.7. Select **[No, not this time]** and press **[Next].**

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

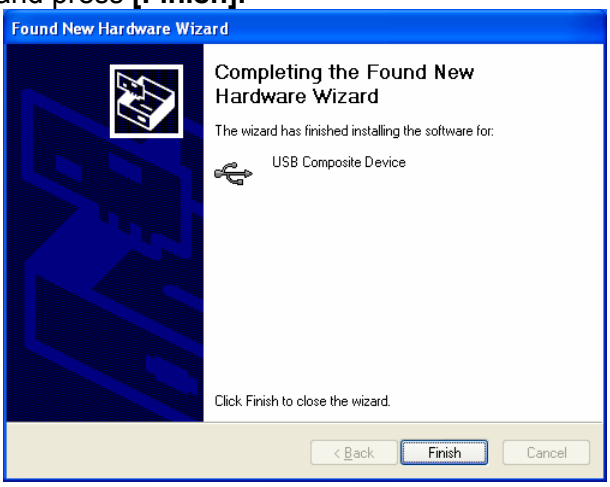
4.4.8. Select **[Install the software automatically (Recommended)]** (Default), and then press **[Next].**

Found New Hardware Wizard
This wizard helps you install software for:
Lumens USB Composite Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

4.4.9. Press **[Continue Anyway].**


Hardware Installation
The software you are installing for this hardware:
USB Composite Device
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

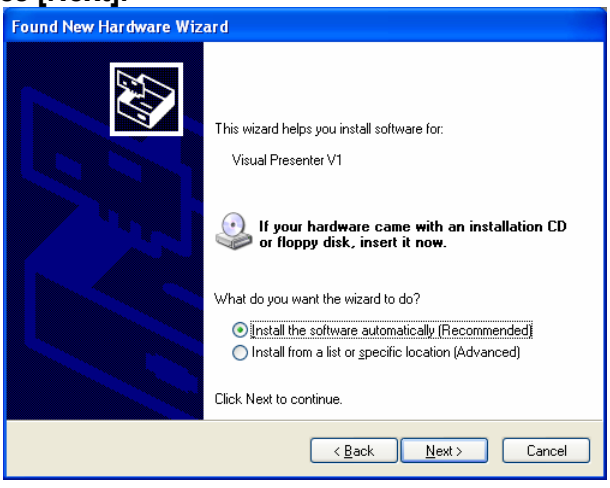
4.4.10. Found new hardware and press **[Finish].**



4.4.11. Select **[No, not this time]** and press **[Next].**

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

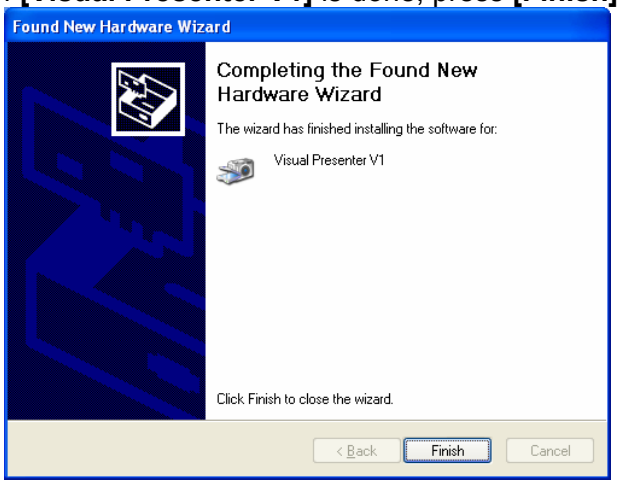
4.4.12. Install **[Visual Presenter V1]**, Select **[Install the software automatically (Recommended)]** (default), and then press **[Next].**


Found New Hardware Wizard
This wizard helps you install software for:
Visual Presenter V1
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

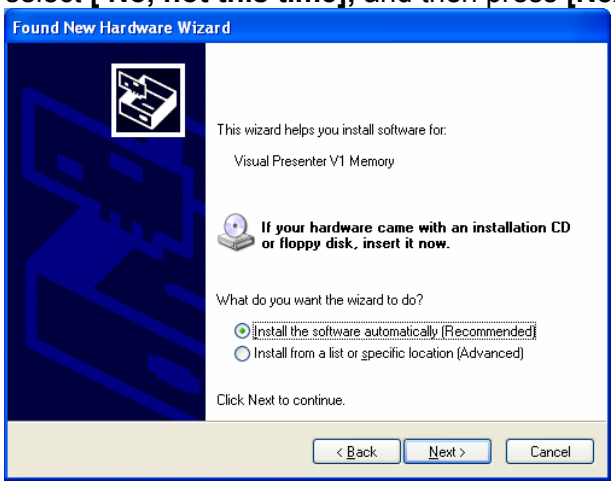
4.4.13. Press **[Continue Anyway].**

Hardware Installation
The software you are installing for this hardware:
Visual Presenter V1
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

4.4.14. Once the installation of **[Visual Presenter V1]** is done, press **[Finish].**



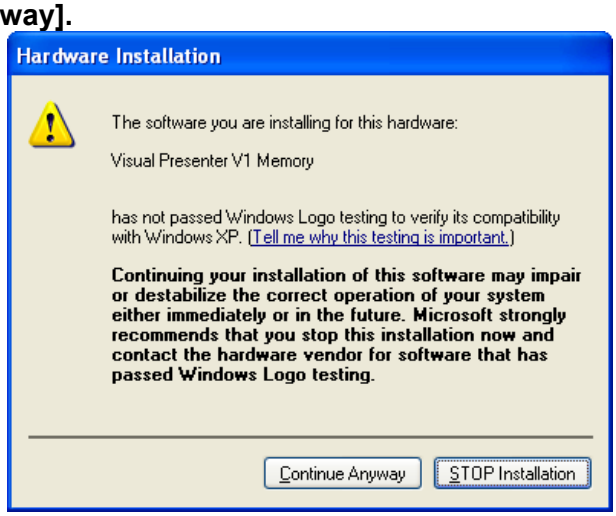
4.4.15. Found new hardware, select **[No, not this time],** and then press **[Next].**


Found New Hardware Wizard
This wizard helps you install software for:
Visual Presenter V1 Memory
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

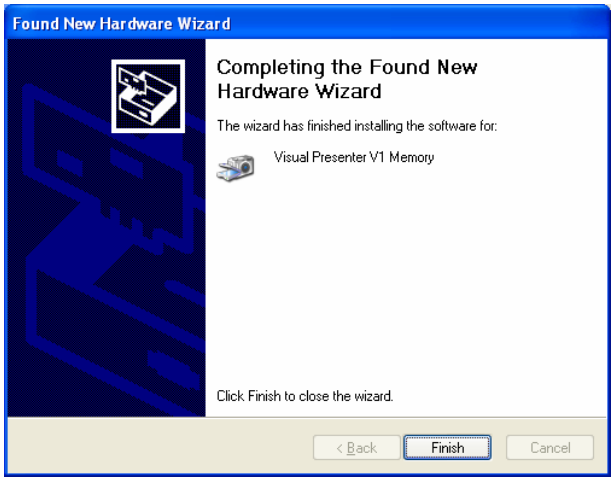
4.4.16. Select **[Install the software automatically (Recommended)]** (default), and then press **[Next].**

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

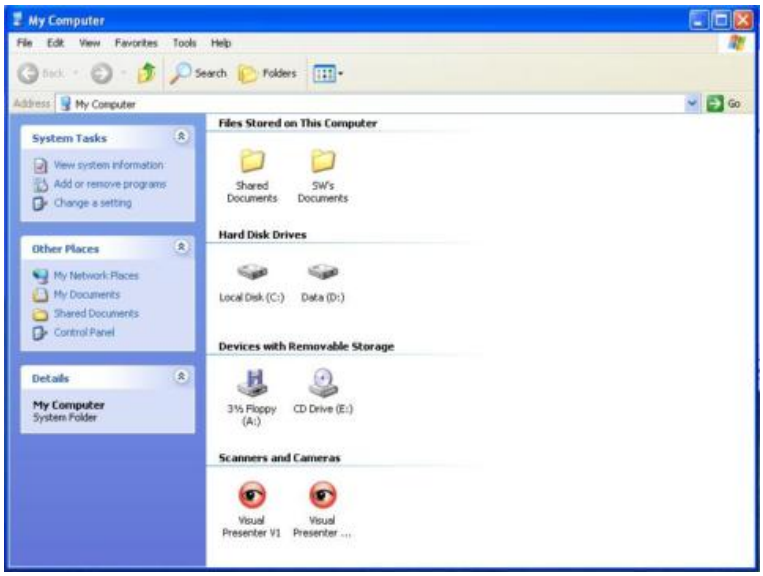
4.4.17. Press **[Continue Anyway].**


Hardware Installation
The software you are installing for this hardware:
Visual Presenter V1 Memory
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

4.4.18. Once the installation of **[Visual Presenter V1 Memory]** is done, press **[Finish].**


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
Visual Presenter V1 Memory
Click Finish to close the wizard.
< Back
Finish
Cancel

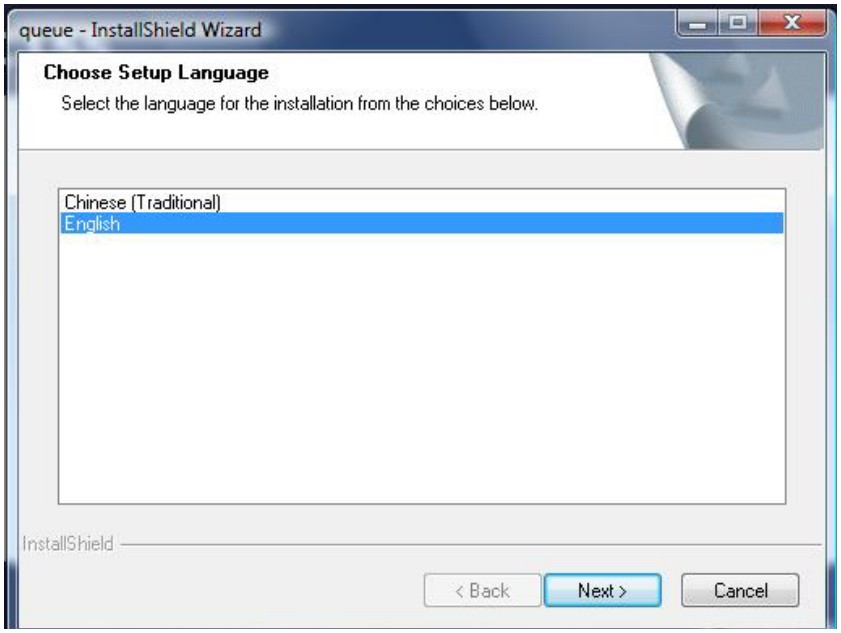
4.5. Verifying the installation is completed. Click **[My Computer]** and find the **[Visual Presenter V1]** and **[Visual Presenter V1 Memory].**


My Computer
File Edit View Favorites Tools Help
Back Search Folders
Address My Computer
Go
System Tasks
View system information
Add or remove programs
Change a setting
Other Places
My Network Places
My Documents
Shared Documents
Control Panel
Details
My Computer
System Folder
Files Stored on This Computer
Shared Documents
SW's Documents
Hard Disk Drives
Local Disk (C:)
Data (D:)
Devices with Removable Storage
3½ Floppy (A:)
CD Drive (E:)
Scanners and Cameras
Visual Presenter V1
Visual Presenter ...

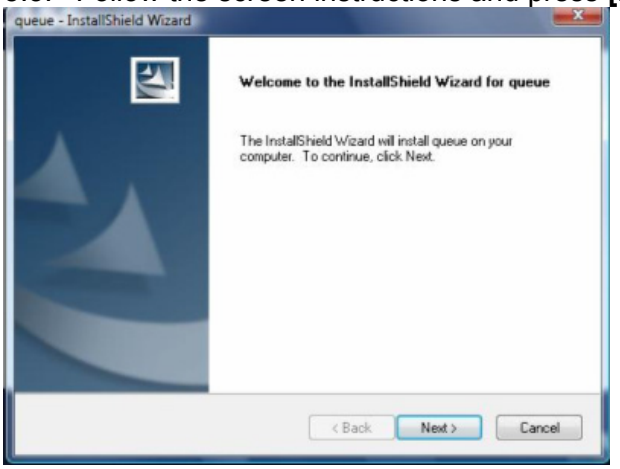
5. Install queue™ in Windows Vista

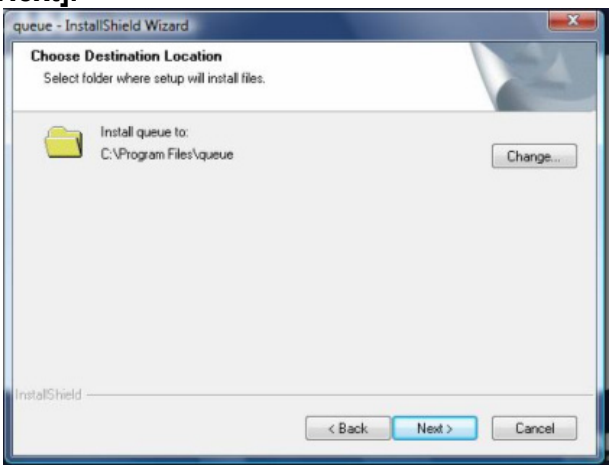
5.1. The “Auto run” program will be shown automatically, if you would like to install queue™ please press **[queue PC] / [Start to install]** to install.

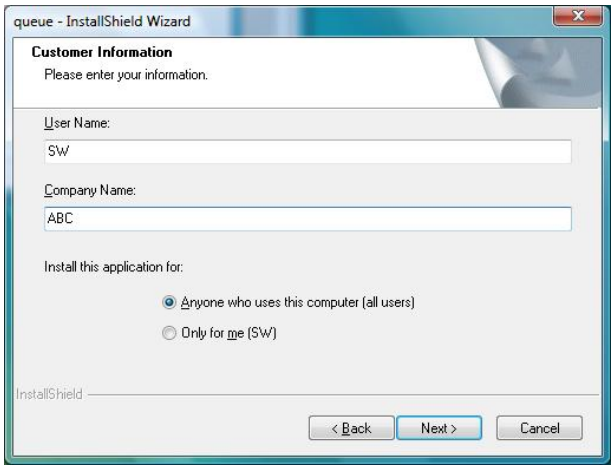
5.2. Select the preferred language and press **[Next].**

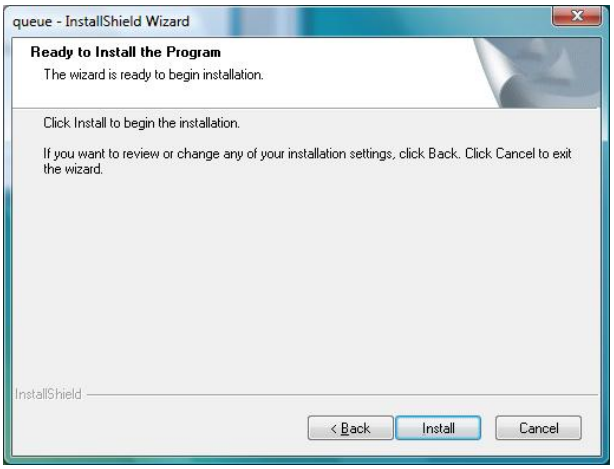


5.3. Follow the screen instructions and press **[Next].**

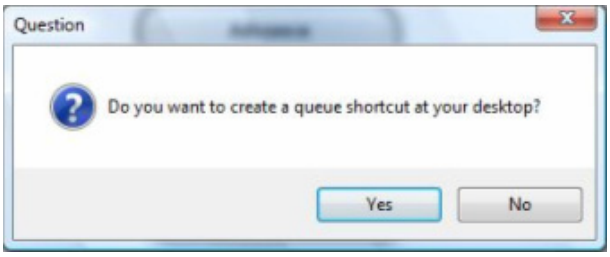

queue - InstallShield Wizard
Welcome to the InstallShield Wizard for queue
The InstallShield Wizard will install queue on your computer. To continue, click Next.
< Back
Next >
Cancel





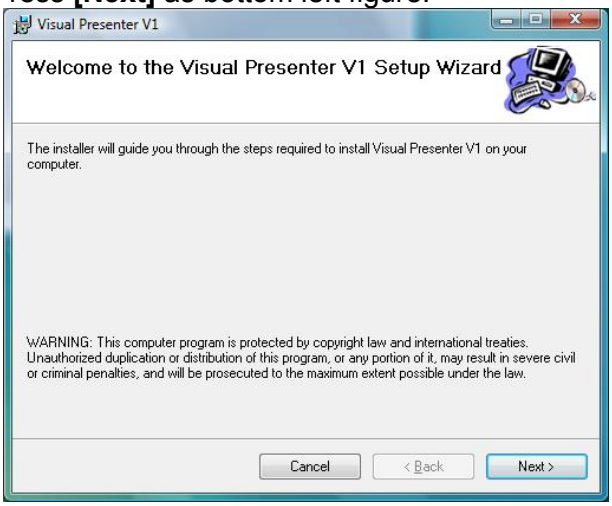

queue - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

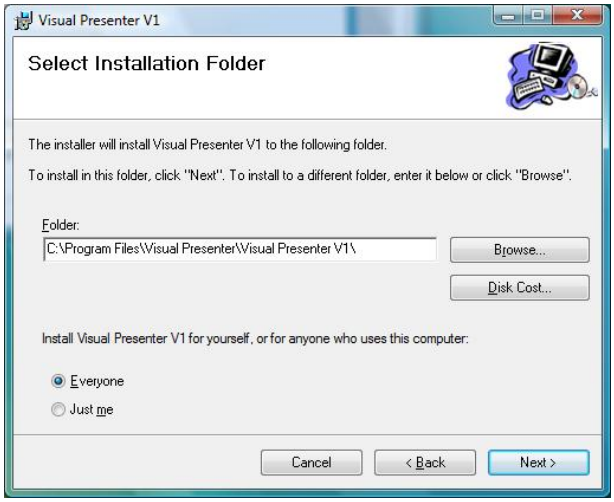
5.4. Press **[Yes]** to create a queue™ shortcut at your desktop.



5.5. The USB Driver installation will be triggered once the queue™ installation is completed

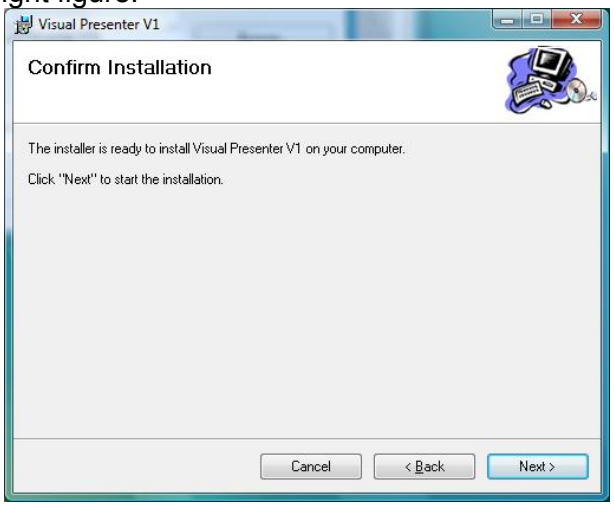
5.6. Press **[Next]** as bottom left figure.

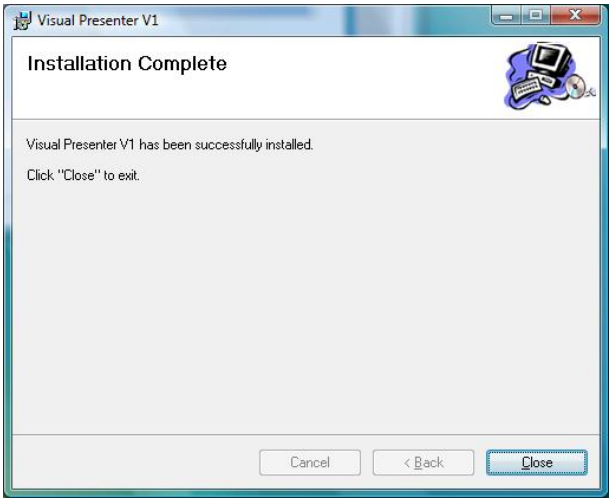

Visual Presenter V1
Welcome to the Visual Presenter V1 Setup Wizard
The installer will guide you through the steps required to install Visual Presenter V1 on your computer.
WARNING: This computer program is protected by copyright law and international treatie. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >


Visual Presenter V1
Select Installation Folder
The installer will install Visual Presenter V1 to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Visual Presenter\Visual Presenter V1\
Browse...
Disk Cost...
Install Visual Presenter V1 for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

5.7. After selecting the installation folder to be installed, press **[Next]** as the top right figure.

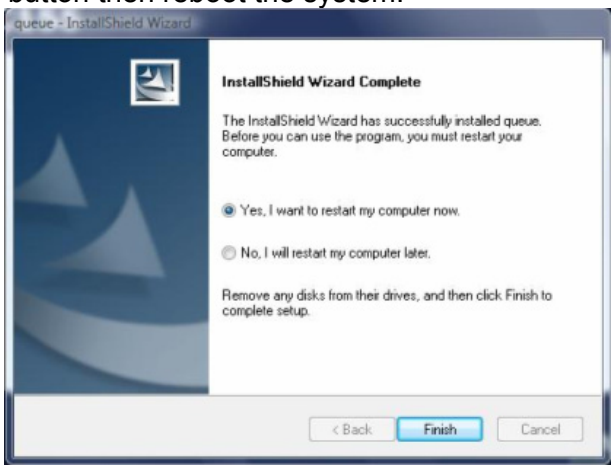
5.8. Press **[Next]** to confirm installation as the bottom left figure. Installation will proceed as the bottom right figure.


Visual Presenter V1
Confirm Installation
The installer is ready to install Visual Presenter V1 on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >



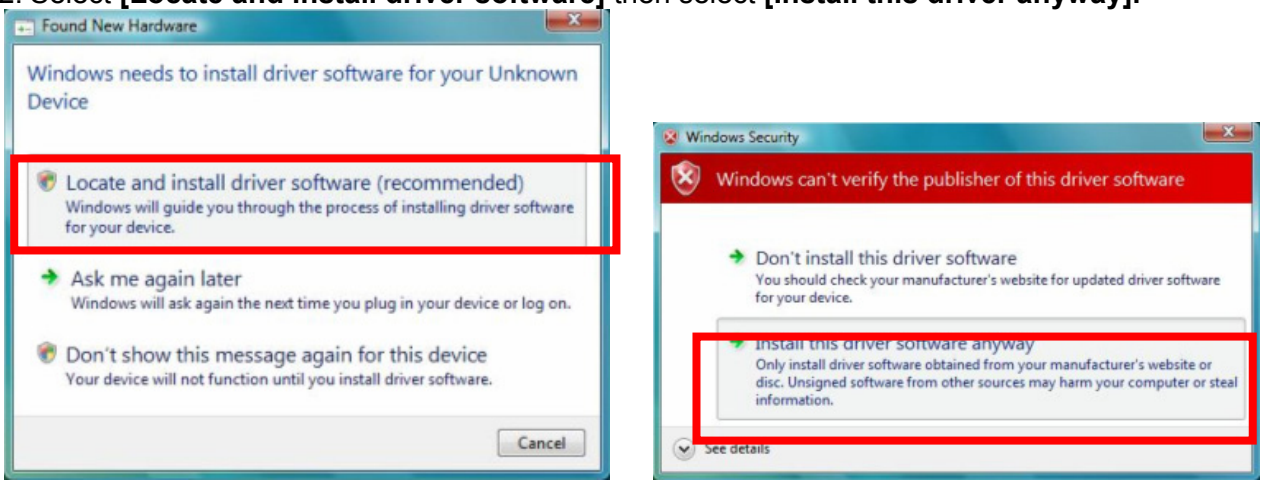
5.9. Once the installation is completed, press **[Close]** as the top right figure.

5.10. Please click the **[Finish]** button then reboot the system.

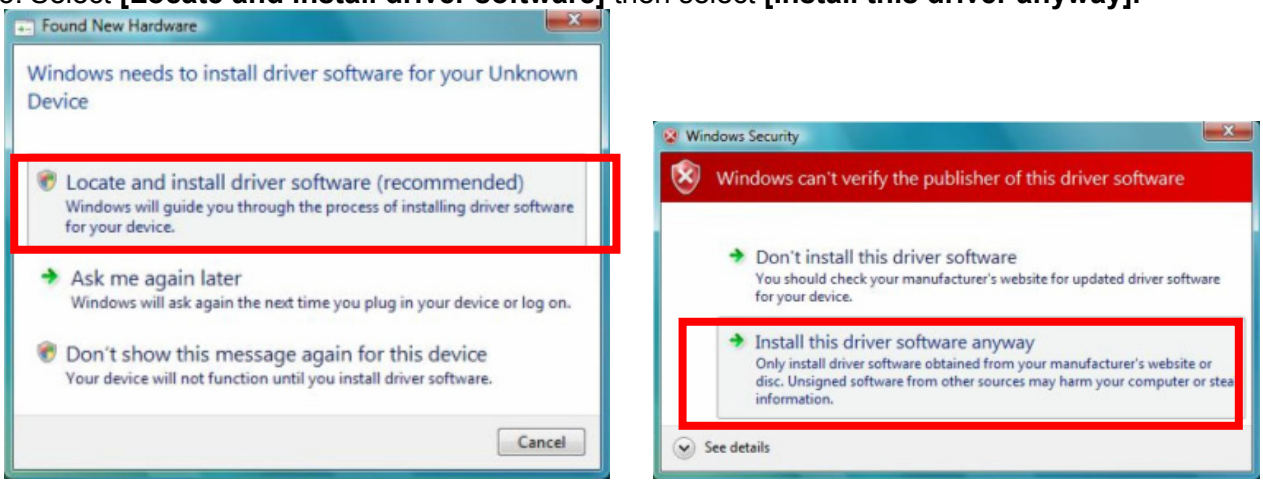

queue - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed queue. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

5.11. After reboot, please connect USB cable to the Visual Presenter and your computer (refer to Digital Visualizer Quick Start Guide 3. I/O Connection).

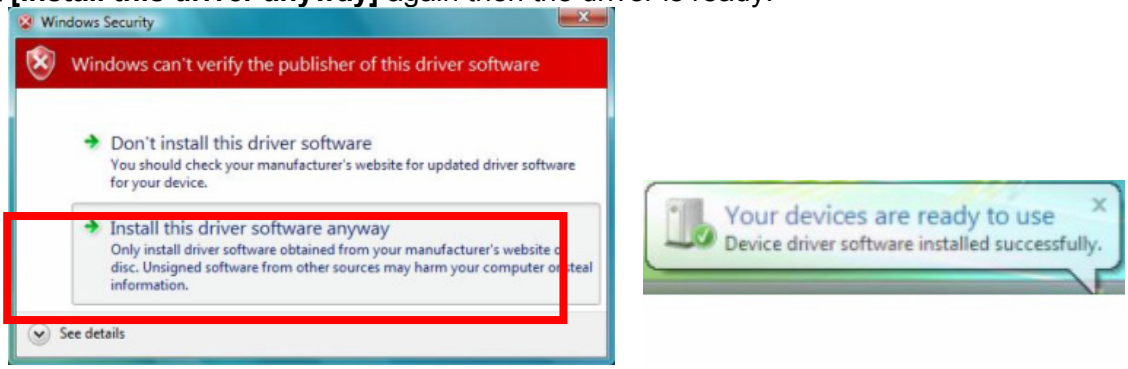
5.12. Select **[Locate and install driver software]** then select **[Install this driver anyway].**


Found New Hardware
Windows needs to install driver software for your Unknown Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel
Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
See details

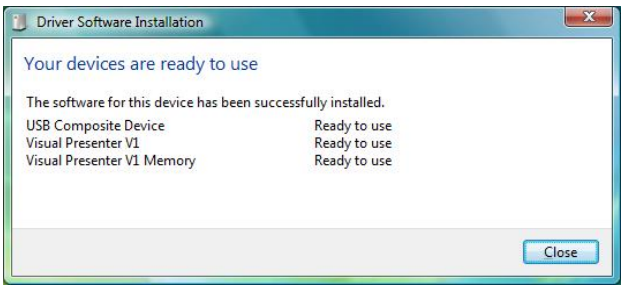
5.13. Select **[Locate and install driver software]** then select **[Install this driver anyway].**


Found New Hardware
Windows needs to install driver software for your Unknown Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel
Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
See details

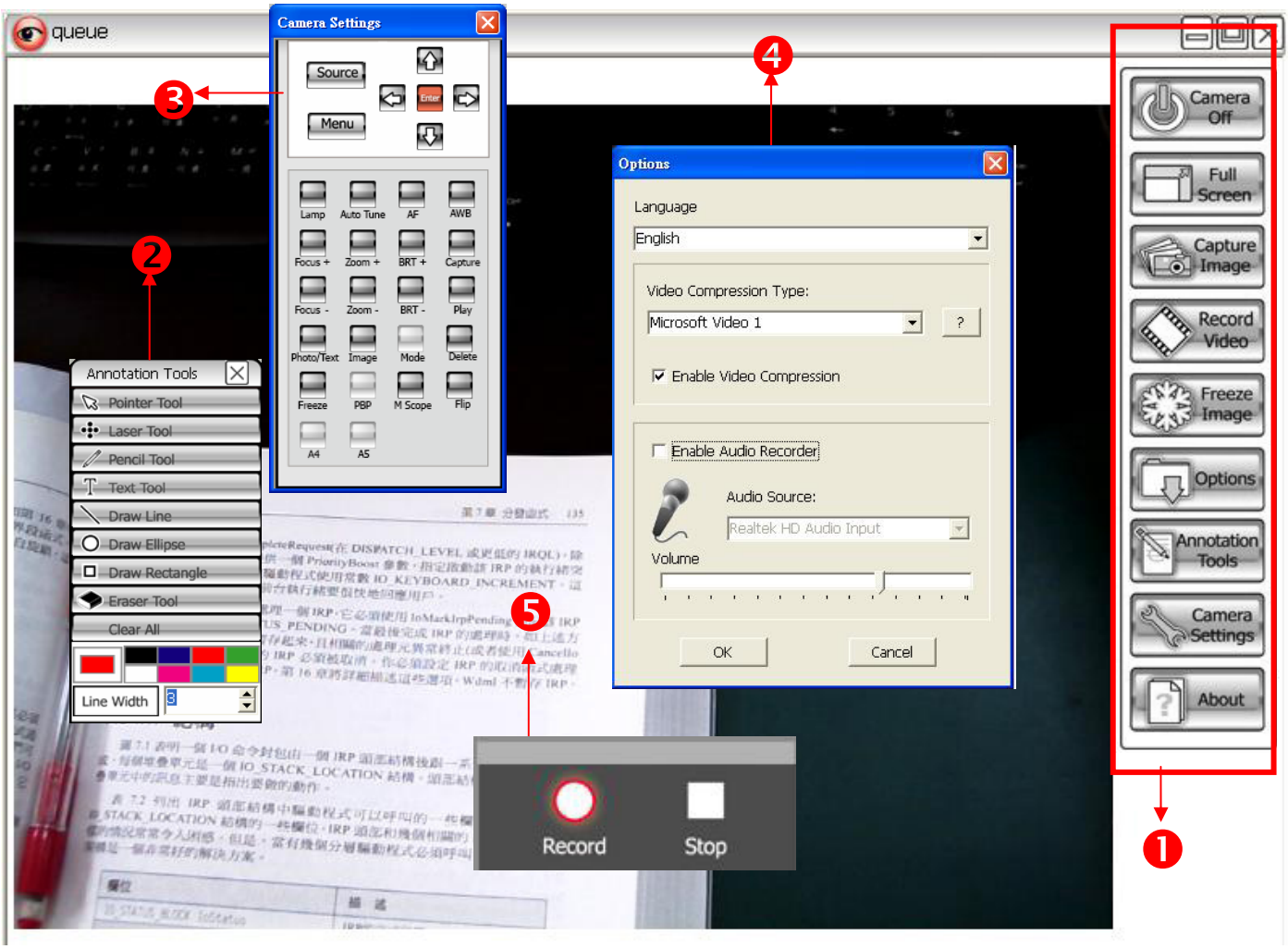
5.14. Select **[Install this driver anyway]** again then the driver is ready.


Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
See details
Your devices are ready to use
Device driver software installed successfully.

5.15. Click the “Your devices are ready to use” as top right figure then three USB drivers are shown.



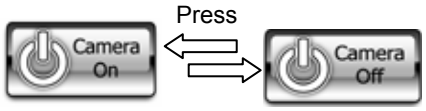
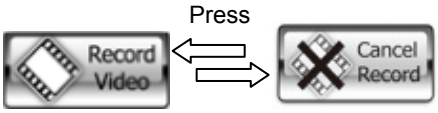
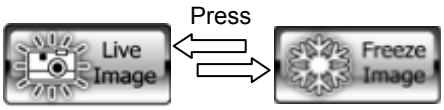
6. queue™ user interface



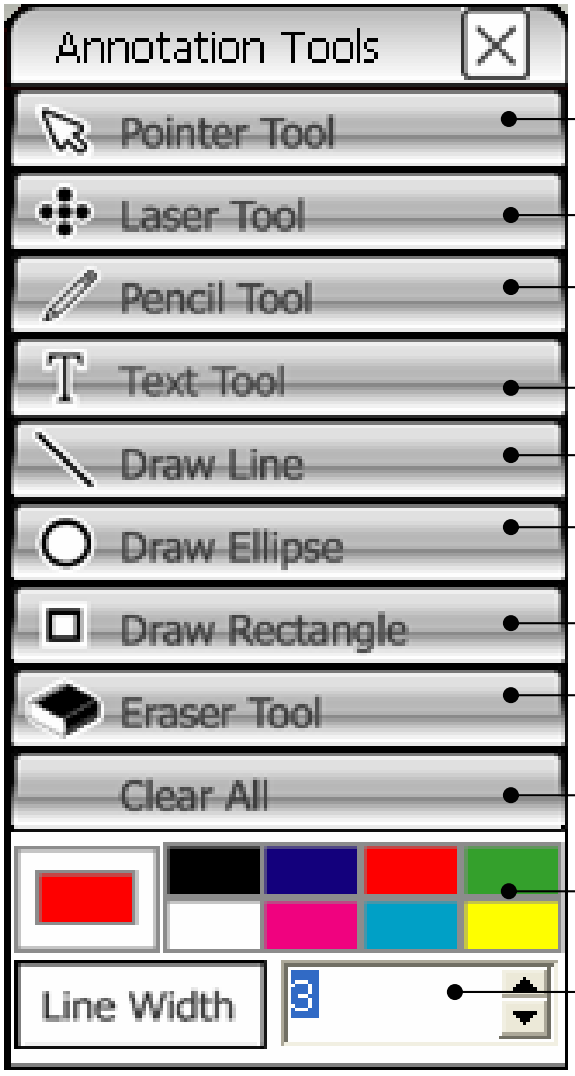
#	Toolbar	Functions
1	**Basic Operation**	Functions such as capture images, freeze images, live images and etc.
2	**Annotation Tools**	Provide annotation tools to mark or annotate the displayed image.
3	**Camera Settings**	Provide operation functions which are the same with keys on the remote control / machine's control panel.
4	**Options**	Provide recording and language options.
5	**Video Tools**	Provide video functions such as start and stop recording.

7. Toolbars and buttons

7.1 Basic Operation

1		Turn on / Turn off the visual presenter.
2		Capture the live image and save.
3		Open / Close the video tools.
4		Display the live image. / Freeze the live image of queue™.
5		Open the dialogue box of options setting. Refer to **2.4 Options** for more information.
6		It provides annotation tools to mark or annotate the displayed image. Refer to **2.2 Annotation tools** for more information.
7		Adjust the live image. Refer to **2.3 Camera Settings** for more information.
8		Provide general information and user manual for queue™
9		Switch to Full Screen Mode

7.2 Annotation Tools



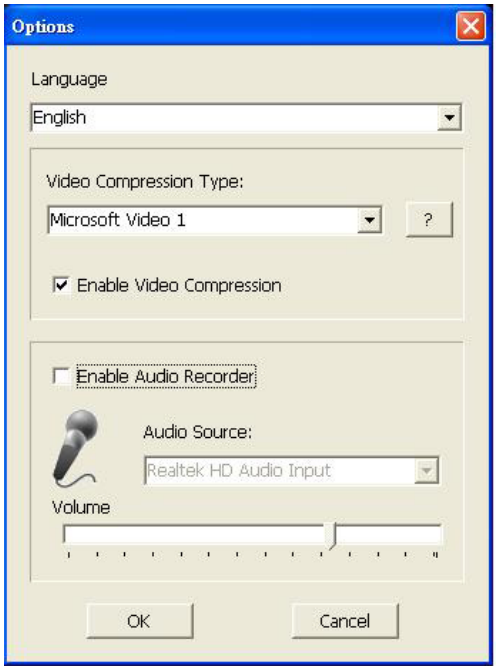
1. This is the default mode.
2. Draw a small color dot.
3. Draw free-handedly.
4. Add text.
5. Draw a straight line.
6. Draw an oval or circular graph.
7. Draw a square or rectangle.
8. Erase the drawing.
9. Clear the drawing altogether.
10. Choose the color for the selected drawing
11. Increase or decrease the thickness of the lines. (If the value is higher, the line is thicker).

7.3 Camera Settings

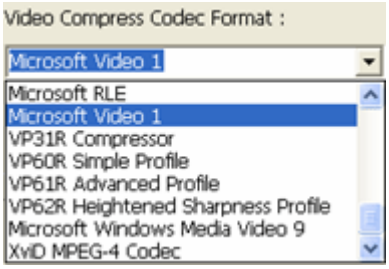
Control the live image via the ***Camera Settings*** interface. The operating procedure is the same as the **remote control** and **control panel** of the **Visual Presenter**. Refer to the user manual for more information.

<Note> The display of the button may vary depending on product functions. An inactive button will grey out.

7.4 Options



- **Language**：Set the Chinese or English user interface.
- **Video Compress Codec Format**：Set the video format.
- **<Note>You need to enable the [Enable Video Compress] before setting.**



- **Enable Video Compress**：Enable the video format setting.
- **Enable Audio Recorder**：Enable the MIC record device.
- **MIC Record Device**：Set the MIC record device.

<Note>You need to enable the [Enable Audio Recorder] before setting.

8. Descriptions of Functions

8.1 Start the Visual Presenter

8.1.1 Press

8.2 I would like to capture images

8.2.1 Press

then a Save As window will be displayed.

8.2.2 Key in the file name then press **[Save].**

8.3 I would like to display the live image

8.3.1 Press

to display the live image.

8.4 I would like to freeze the live image

8.4.1 Press

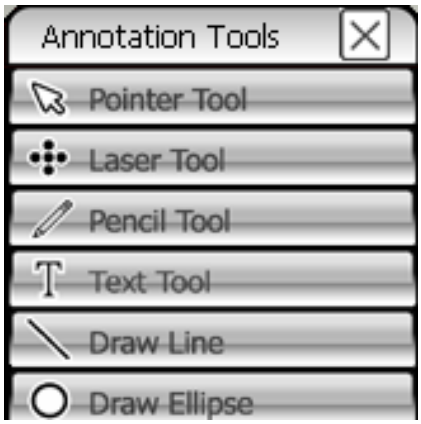
to freeze the live image of queue™.

8.5 I would like to annotate the displayed image

8.5.1 Press

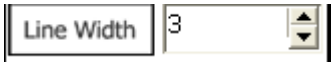
to open the annotation tools.

8.5.2 The default mode is **[Pointer Tool].** You can select another annotation tool.

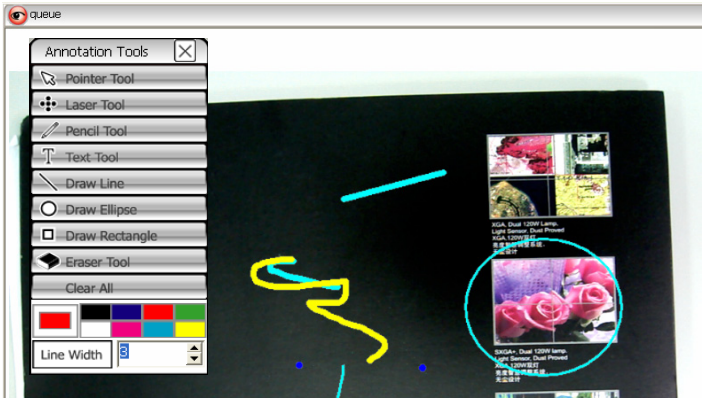


8.5.3 Select a color for drawing.

8.5.4 Set the value of Line width (If the value is higher, the line is thicker).



8.5.5 Mark or annotate the displayed image.



<Remark> You can press

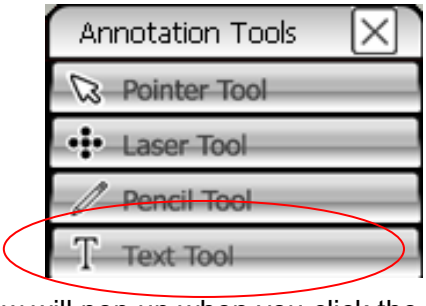
to capture images that you draw.

8.6 I would like to add textual annotation to images.

8.6.1 Press

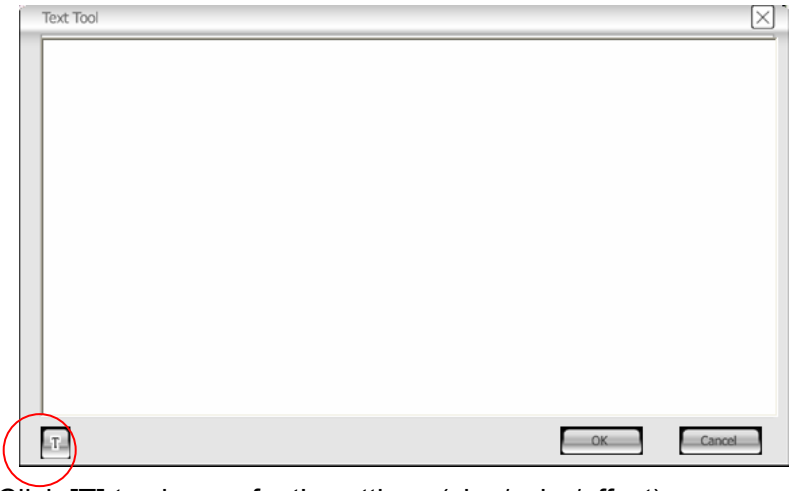
to open the annotation tools.

8.6.2 Select **[Text Tool]**



8.6.3 The **[Text Tool]** window will pop up when you click the screen for the text to be added in.

8.6.4 Enter the text in blank fields and click **[OK].**



8.6.5 Click **[T]** to change font's settings (size/color/effect).

<Remark> You can press

to capture images that you draw.

8.7 I would like to record video

<Note>Please make sure the mode is live image.

<Remark>If you want to record audio at the same time, please refer to 2.4 Options, Enable Audio Recorder

8.7.1 Press

to open the video tool

8.7.2 Press **[Record]** then a Save As window will be displayed.

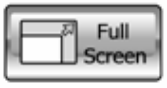
8.7.3 Key in the file name then press **[Save]** to start recording.

8.7.4 Press [Stop] to stop recording.

8.7.5 Press

to close the record tool.

8.8 I would like to display full screen

8.8.1 Press 

to switch to full screen mode

8.8.2 Press **[ESC]** key to return the normal mode

<Remark>While in the full screen display mode, right-clicking can activate Annotation Tools.

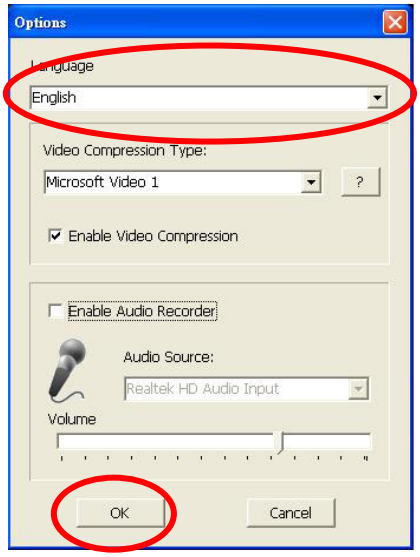
8.9 I would like to set the Chinese / English user interface

8.9.1 Press

to open options.

8.9.2 Set **Language** in Traditional Chinese or English.

8.9.3 Press **[OK].**



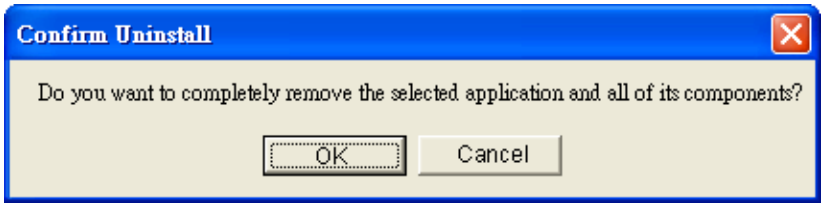
8.9.4 Restart the queue™ to take effect.

9. Uninstall

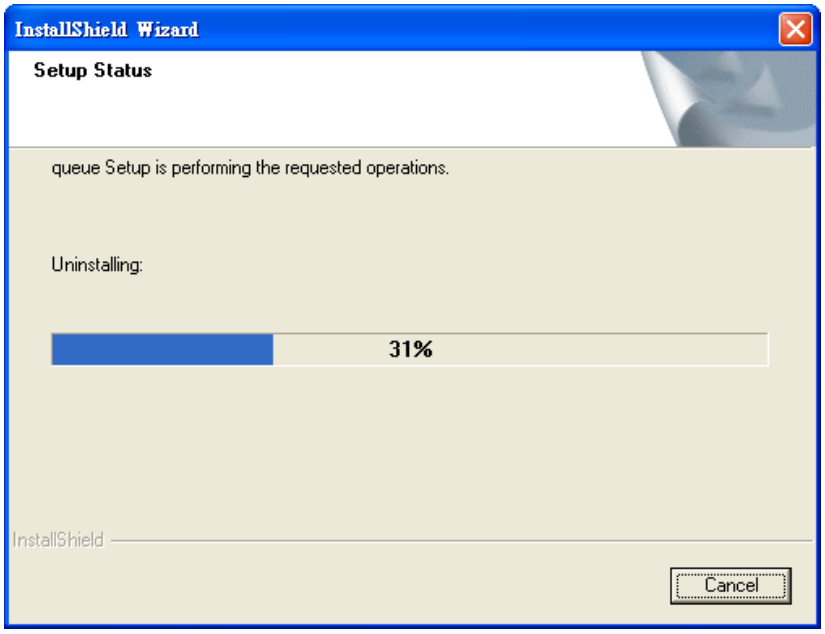
9.1 Uninstall queue™ (Case of Windows XP)

9.1.1 Select **[Uninstall queue]** in the **[Program]** to uninstall.

9.1.2 Press **[OK].**



9.1.3 The system will start running uninstall and removing related components.

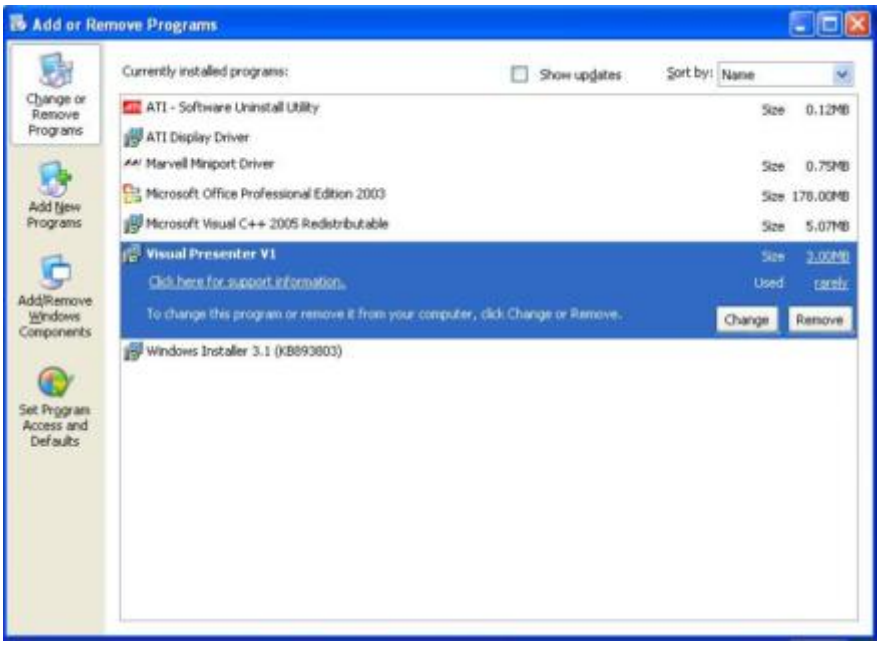


9.1.4 The uninstallation is completed, and the system will automatically exit the uninstall wizard.

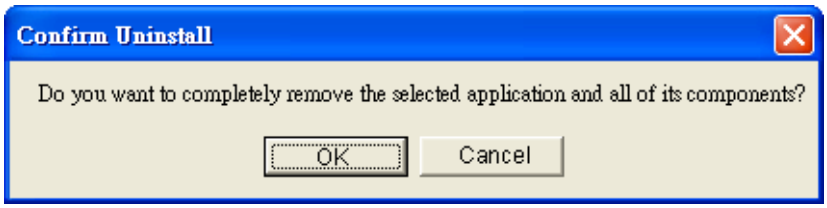
9.2 Uninstall USB Driver (Case of Windows XP)

9.2.1 **[Program] → [Control Panel] → [Add or Remove Programs].**

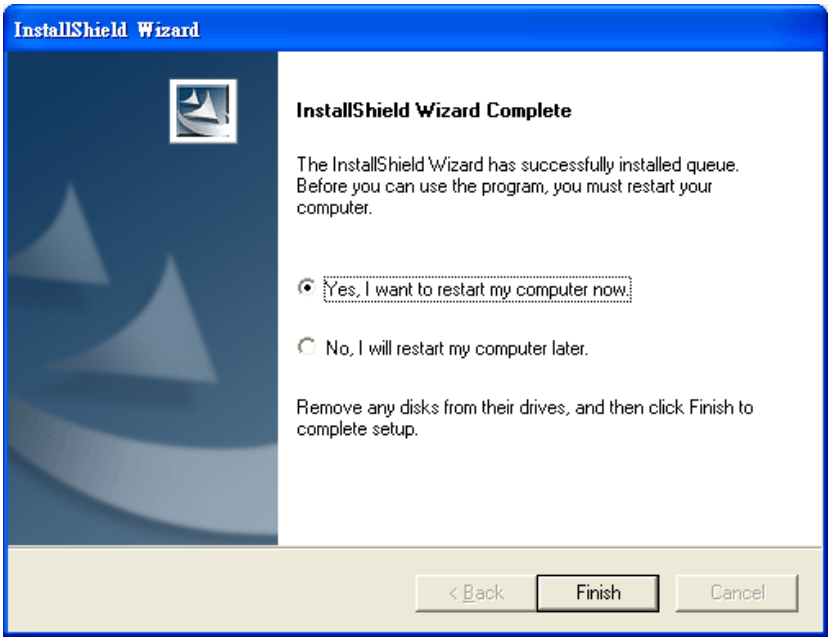
9.2.2 Find ***Visual Presenter V1***, and then press **[Remove].**



9.2.3 Press **[OK].**

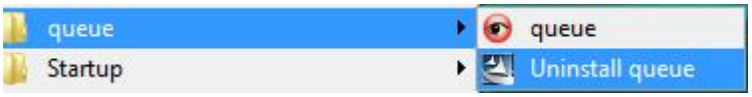


9.2.4 Once the un-installation is done, please click **[Finish]** to reboot the computer.

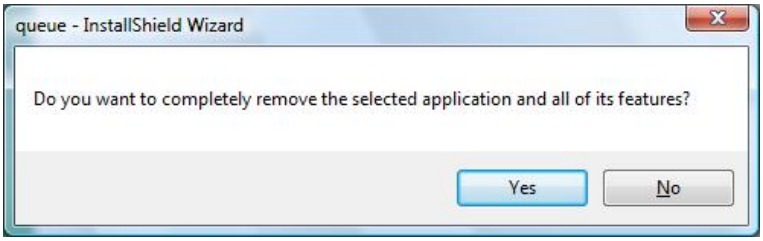

InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed queue. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

9.3 Uninstall queue™ (Case of Windows Vista)

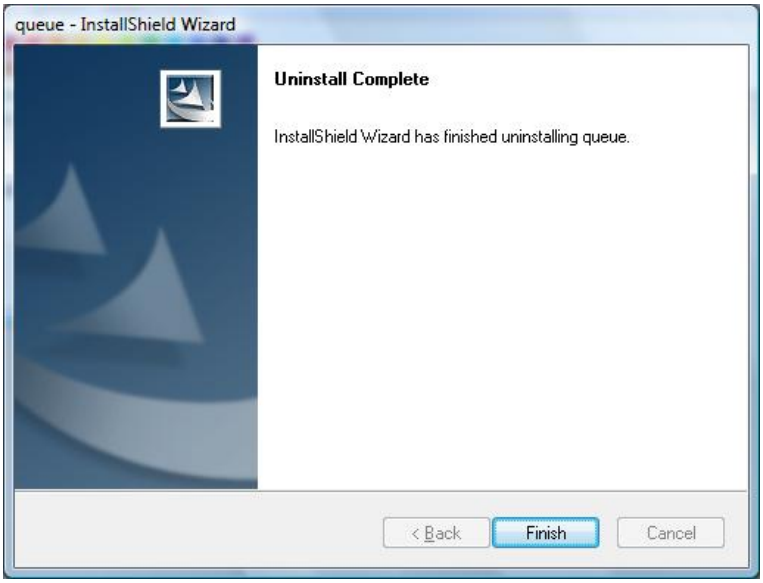
9.3.1 Select **[Uninstall queue]** in the to uninstall.



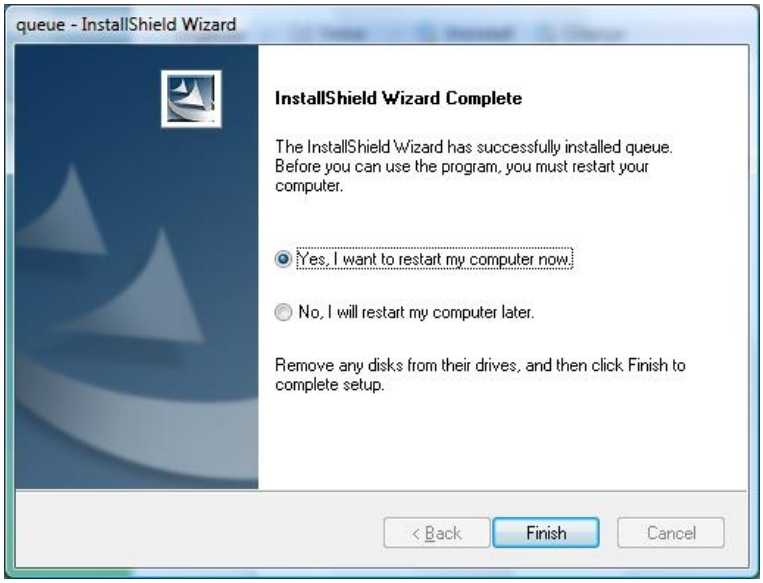
9.3.2 Press **[Yes]** to completely remove the application.



9.3.3 Press **[Finish]** once the uninstallation is completed.



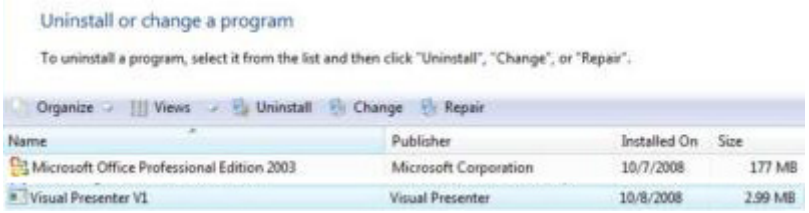
9.3.4 Press **[Finish]** to reboot the system.


queue - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed queue. Before you can use the program, you must restart your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

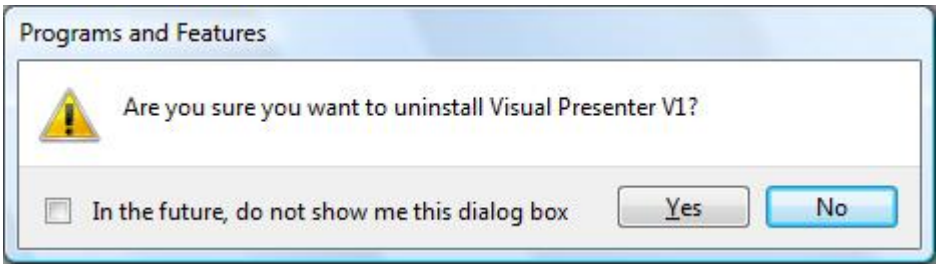
9.4 Uninstall USB driver (Case of Windows Vista)

9.4.1 **[Program] → [Control Panel] → [Uninstall a program].**

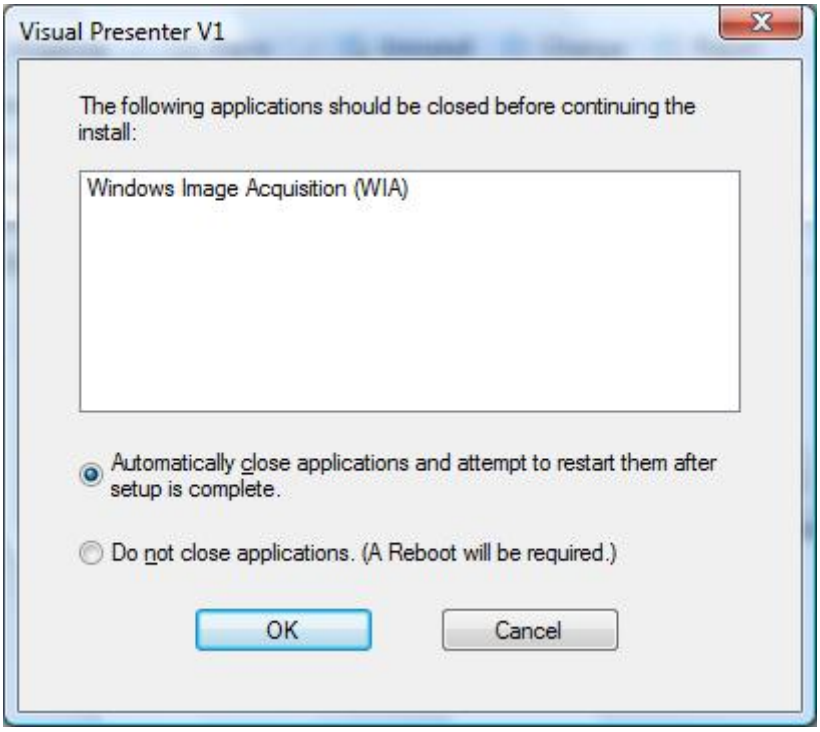
9.4.2 Find **[Visual Presenter V1]** , and then press **[Uninstall].**

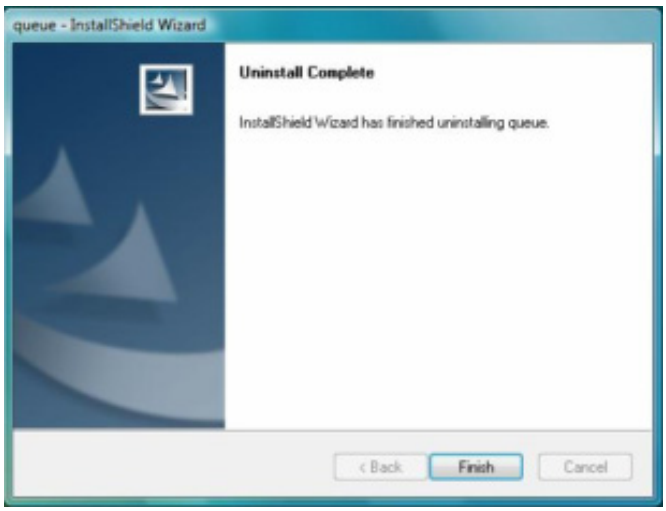


9.4.3 Press **[Yes]** to uninstall ***Visual Presenter V1***


Programs and Features
Are you sure you want to uninstall Visual Presenter V1?
In the future, do not show me this dialog box
Yes
No

9.4.4 Press **[OK]** then please reboot your PC.


Visual Presenter V1
The following applications should be closed before continuing the install:
Windows Image Acquisition (WIA)
Automatically close applications and attempt to restart them after setup is complete.
Do not close applications. (A Reboot will be required.)
OK
Cancel



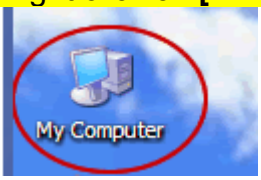
10. Troubleshooting

10.1 Problem1. No Image display when launch queue™.

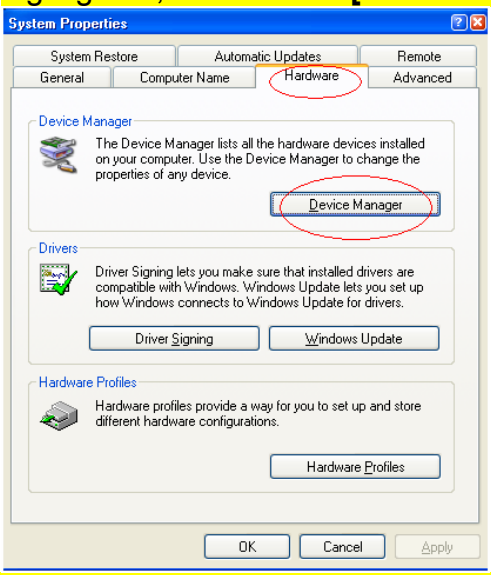
Solution：

1. Please check if USB cable is connected between document camera and computer.
2. Please try to change the DIP switch setting to **[XGA]** mode.
3. Please make sure the driver installation successfully.

- Right click on **[MY COMPUTER]** on you desktop.

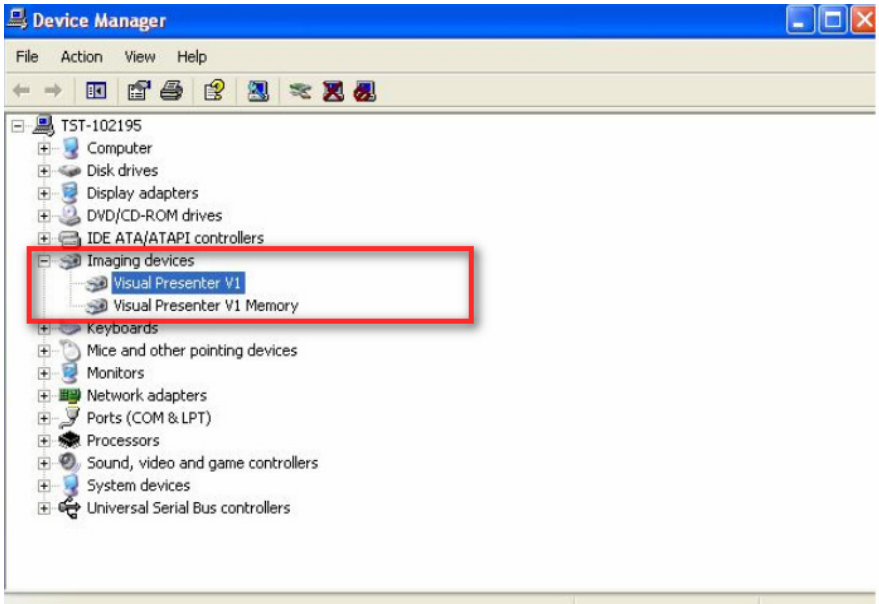


- Select **[PROPERTIES]** from the list, You will see below image that Hardware tab highlighted, Click on the **[DEVICE MANAGER]** button

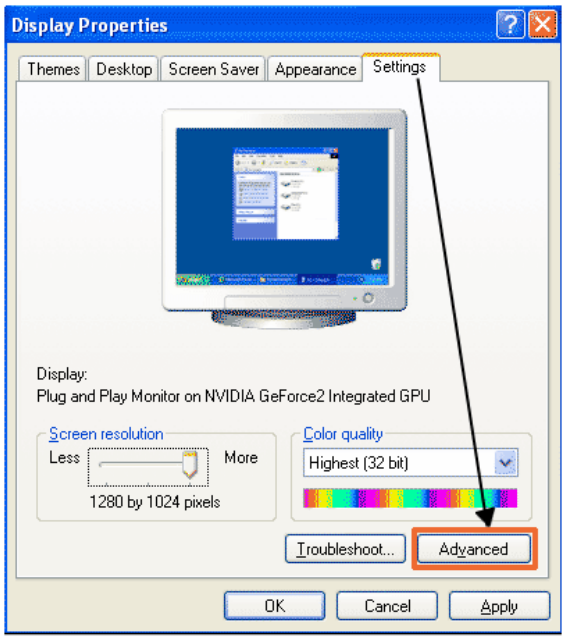

System Properties
System Restore
Automatic Updates
Remote
General
Computer Name
Hardware
Advanced
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Device Manager
Drivers
Driver Signing lets you make sure that installed drivers are compatible with Windows. Windows Update lets you set up how Windows connects to Windows Update for drivers.
Driver Signing
Windows Update
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles
OK
Cancel
Apply

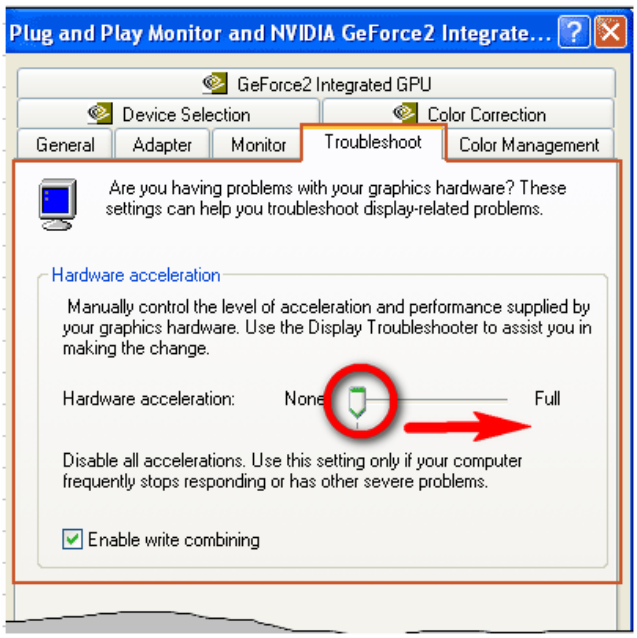
- A box should open up as shown. **[Device Manager]** contains all your hardware that you have installed.

If you can see **[Visual Presenter V1]** and **[Visual Presenter V1 Memory]** under **[Image devices]** when you connect USB cable between document camera and computer, it means the installation is successful.



4. Please confirm if you turn on [**Hardware acceleration**] .
   - Click mouse right button, **[Properties] / [Control Panel] / [Setting] / [Advanced] / [Troubleshoot]** to turn the **[Hardware acceleration]** max.

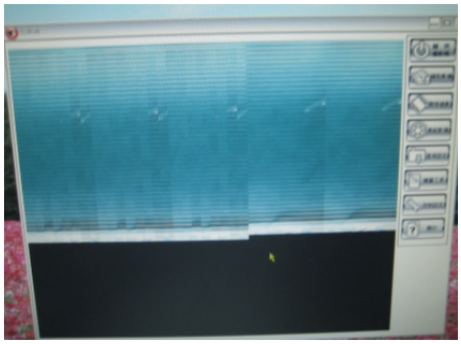



Plug and Play Monitor and NVIDIA GeForce2 Integrate...
GeForce2 Integrated GPU
Device Selection
Color Correction
General
Adapter
Monitor
Troubleshoot
Color Management
Are you having problems with your graphics hardware? These settings can help you troubleshoot display-related problems.
Hardware acceleration
Manually control the level of acceleration and performance supplied by your graphics hardware. Use the Display Troubleshooter to assist you in making the change.
Hardware acceleration:
None
Full
Disable all accelerations. Use this setting only if your computer frequently stops responding or has other severe problems.
Enable write combining

10.2 Problem2. queue™ will flicker when use Interactive White Board (Hitachi ,Smartboard , Promethean) software.

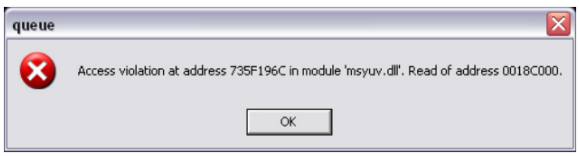
Solution：Visual presenter V1_1.2 fixed the problem. Please update your driver version to Visual presenter V1_1.2 directly.

10.3 Problem3. You can see an image, but a bunch of lines through the image and split into different sections. (As below photo shown)



Solution：The graphic card chipset is not compatible with " Visual presenter V1_1.2". Please uninstall the V1_1.2 and then update the driver version to "Visual presenter V1_1.1".

10.4 Problem4. Below error message pops up when launch queue™.



Solution：The graphic card chipset is not compatible with queue™ PC 2.1.5. Lumens suggestion is to install queue™ PC 2.1.3 + Visual presenter V1_1.1.